

Department of Public Health
and Human Services

Section:
ISSUANCE

FOOD STAMP PROGRAM

Subject:
Montana Access Card (EBT)
Replacements

Supersedes: FAIM/FS 903-1 (09/01/98)

References: 7 CFR 274.12 (g)(5)

≥ **GENERAL RULE**--The State agency may impose a replacement fee by reducing the monthly allotment of the household receiving a Montana Access EBT replacement card; however, the fee may not exceed the cost to replace the card. Montana has determined the cost of a replacement Montana Access EBT card to be \$2.00. This replacement fee will be charged for all replacement cards issued beginning January 1, 2003. The participants first card will be created and mailed for free upon approval of their application. Any replacements of Montana Access EBT cards will be charged the \$2.00 replacement fee, **regardless** of the circumstances.

The Montana Access EBT card is used to access food stamp, TANF Cash assistance and child support payments. When a participant requests a replacement card the EBT system will check to see what benefits/payments are currently available in the Montana Access account(s). If the participant is receiving food stamp only benefits the EBT system will deduct the \$2.00 fee from the food stamp allotment. If the participant is receiving food stamps, TANF Cash assistance and/or child support payments, the system will first attempt to deduct the \$2.00 fee from the food stamp allotment. If there is not a sufficient amount in the food stamp EBT account and the participant is receiving TANF Cash or child support payments, the system will deduct the \$2.00 fee from TANF Cash first or child support second. If there is not a sufficient amount of funds in any account, the EBT system will issue the card and deduct the funds at the next benefit issuance.

Because participants are now being charged a \$2.00 card replacement fee, it is important OPA Case Managers advise them of this policy. Participants should also be reminded at redetermination to keep their card in a safe place and never throw it away, **even if their case should close**. There are no exceptions for replacement card fees.

Undeliverable Montana Access EBT cards are currently being returned to Central Office where they are re-mailed to the participant if there is notification of a correct address on TEAMS, e-mail from the OPA Case Manager or notification from the participant through the Customer Service Help Desk.

Section: ISSUANCE

Subject: Montana Access Card (EBT)
Replacements

Montana Access EBT cards are not deliverable when:

1. The participant fails to give a complete address;
2. The participant moves prior to receiving their Montana Access EBT card;
3. The OPA Case Manager transposes a number in the address;
4. The OPA Case Manager fails to make a change to an existing address on a case that was previously open to benefits; or,
5. The participant is living with a friend or relative and they have not notified the Postal Service that they are now residing at that address.

NOTE: It is very important to enter the current correct address when registering an application. During the interview the OPA Case Manager should discuss the applicant's mailing address to ensure the ADDR screen correctly reflects the current mailing address.

PH

o O o